TO: **Income Maintenance Supervisors**
Income Maintenance Lead Workers
Income Maintenance Staff
W-2 Agencies
Training Staff
Child Care Coordinators

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BEPS/DECE/BWF OPERATIONS MEMO		
No: 15-J8		
DATE: 08/27/2015		
FS ☒	**MA** ☒	**BC+** ☒
SC ☒	**CTS** ☐	**FSET** ☐
BC+ Basic ☐	**BC+ CORE** ☐	
CC ☒	**W-2** ☒	**EA** ☐
CF ☐	**JAL** ☒	**RAP** ☐
Other EP ☐*		

SUBJECT: Collection Centralization and Changes to the Benefit Recovery Repayment Agreements

CROSS REFERENCE: Child Care Manual Sections 2.1.6 and 2.2.8
Medicaid Eligibility Handbook Section 22.2.3
BadgerCare Plus Eligibility Handbook Chapter 28
CARES Worker Web Process Help Section 31.3
FoodShare Wisconsin Handbook Section 7.3.1.8
Wis. Admin. Code § DCF 101.23 Recovery of Overpayments
W-2 Manual Section 10.3

EFFECTIVE DATE: ***AUGUST 31, 2015***

PURPOSE

This Operations Memo announces collection centralization and changes to the benefit recovery Repayment Agreements (RPA) for overpayment claims established for the Child Care (CC),

Wisconsin Works (W-2), FoodShare (FS), Medicaid (MA), SeniorCare (SC), BadgerCare (BC), and BadgerCare Plus (BCP) programs. Changes include the removal of payment posting functionality in the CARES Benefit Recovery (BV) subsystem. Agencies will no longer be able to post payments in this system. Instead, this functionality will be centralized at the state office, Department of Children and Families, Public Assistance Collection Unit (PACU).

This Operations Memo also describes system enhancements for generating a manual RPA in CARES, as well as a change in the location for viewing the system-generated RPA from Client Notice History (CNHS) to CARES Worker Web (CWW).

Additionally, the text and format of the Repayment Agreements were changed to create consistency across all programs and to separate the RPA for the W-2 and CC programs.

BACKGROUND

The PACU has been performing all payment posting functionality duties for most of the balance of the state and Milwaukee County since 2011. In an effort to create consistency in the posting of payments and to reduce agency workload, collections have been centralized and all cash payment processing will be handled by the PACU. (Cash payments include personal checks, cashier's checks, and money orders.)

Prior to this change, the RPA was generated from the CARES BV mainframe and viewable from CNHS. The RPA has been redesigned and converted to a new format generated from CWW and will be stored in the Electronic Case File (ECF). These changes are being made in conjunction with a multi-phase redesign of benefit recovery functionality from the CARES mainframe to a web-based system. Overpayment Notices were previously moved to CWW.

Previously, the CARES BV subsystem combined the Repayment Agreements for the W-2 and CC programs. These processes have been changed to generate a separate RPA for each program and separate all collection processes for each program.

COLLECTION CENTRALIZATION

POSTING PAYMENTS

Effective August 31, 2015, agencies will not have the ability to post payments in CARES using screens BVCP and BVMP. Payment posting functionality will be disabled and workers will receive the error message *"CPL – NOT AUTHORIZED TO POST CASH PAYMENTS"* if a user attempts to post a payment.

The RPA has been updated to only provide the PACU mailing address and the online EPayment website address for debt payments. Although Dunning Notices and Repayment Summary Notices for all programs will continue to be viewable from CNHS, they also have been changed to provide the PACU mailing address for sending payments.

The RPA language changes include instructions to return the signed RPA to the PACU; however, if an agency receives a signed agreement, the agency may continue to enter the RPA in CARES using screen BVPA or forward it to the PACU for processing.

If payments are sent to the agency, forward the payment for posting to:

PACU
P.O. Box 8938
Madison, WI 53708-8938

Phone: 1-800-943-9499
Email: dwspacu@wisconsin.gov
Fax: 608-266-8302

The PACU will post and deposit check payments that are made out to individual agencies. If the agency receives a physical cash payment, the agency must deposit the cash and make a check payable to the PACU for the amount of the payment.

PROCESSING REFUNDS

Effective August 31, 2015, agencies will not have the ability to process refunds in CARES using screen BVCR. Refund processing functionality will be disabled, and agencies will no longer be required to process refunds when a debt is overpaid. The refund process will be handled at the state level by the PACU. The PACU will process any existing refunds and new refunds as of the implementation date.

The centralization of collection posting does not affect agency incentives. Agencies will continue to receive incentive payments for dollars collected on overpayment claims established within their office for applicable programs.

POSTING NON-CASH REPAYMENTS

The PACU does not process non-cash payments including Job Access Loan in-kind payments, and voluntary return of FS benefits.

W-2 agencies remain responsible for posting in-kind payments for Job Access Loans using screen BVCP in CARES.

A new option was added to the terms section of the FoodShare RPA to voluntarily return FS benefits for repayment. The agency is responsible for processing the voluntary return of benefits in CWW.

CARES

On August 31, 2015, the newly formatted system-generated Repayment Agreements for CC, W-2, MA, BC, BCP, FS, and SC will be found in CWW and the ECF. Copies of the notices are accessed using the "Client Correspondence" functionality in CWW. The original Overpayment Notices and Job Access Loan Notices are also available in CWW. All other types of benefit recovery notices such as Dunning Notices and Repayment Summaries for all programs will still be generated from the CARES mainframe and viewable from CNHS. Any RPA generated prior to this change will still be accessible in CNHS.

Agencies may continue to generate manual Repayment Agreements in the CARES BV subsystem using screen BVSL. BVSL functionality has not been modified, but the language in the manual notice has been changed to mirror the system-generated notice. The manual

Repayment Agreements are still viewable from CNHS. Following is a summary of the changes to the system manual RPA:

- The manual RPA has been enhanced to automatically populate the claims that are included under the RPA. The claims will automatically populate at the bottom of the notice below the signature line in the free format text area.
- Two signature lines have been added to the manual RPA so that a married couple living in the same household can sign and date one combined RPA, if applicable. Only liable spouses can sign a combined RPA. All liable individuals receive an individual RPA.

CHILD CARE AND W-2 PROGRAM SEPARATION

All of the related CARES BV screens and BV processes are now separate for W-2 and CC. Each program has its own RPA, Dunning Notices, and Repayment Summaries. Overpayment claim creation functionality has not changed.

A manual RPA can be generated using CARES screen BVSL for each program separately.

If a case has both a W-2 claim and a CC claim that are not delinquent, the W-2 RPA will remain unchanged but will be separated from the CC RPA. A new CC RPA will go out to each of the liable individuals. The client will receive a fresh start for the collection process for the CC claim(s).

Clients will now be required to make at least the minimum required payment amount per program which is $20. Prior to this change, the minimum required payment could be combined for both programs.

Example 1: Carson has a $1,500 CC claim and a $670 W-2 claim that were created in January 2014. She received a combined W-2/CC RPA for $2,170 and made the minimum required payment of $20 each month, never missing a payment. In August 2015, Carson will receive a new RPA for the Child Care claim with the current balance due. The RPA for the W-2 claim will remain and be reflected in the CARES BV system on screen BVPA as W-2 only. Carson will now be required to sign and return the new CC RPA. She must make at least the minimum payment required per month per program, or $20 + $20 = $40 minimum monthly.

If a case has both a W-2 claim and a CC claim that are delinquent, the RPA will be split and copied with the appropriate delinquency mirrored for each program. All claims that were delinquent prior to the implementation will remain in a delinquent status.

Example 2: Joe has a delinquent W-2 claim and a delinquent CC claim that shared a combined RPA. He never made a payment on the debts and became delinquent. The RPAs will be separated to reflect one RPA for each program and the debts will both retain their delinquent status with three Dunning Notices listed for each program. This change will be reflected in the CARES BV system on screen BVPA, but no new RPAs will be sent.

If a case has just a CC claim or just a W-2 claim with a balance established prior to the implementation date, the RPA will be changed to exist for just one program and will retain the appropriate missed payment status.

Example 3: Mary has a CC claim that was created in May 2012. The claim is not delinquent. She missed two payments, and two Dunning Notices have been sent. CARES will change the RPA from a combined W-2/CC RPA to just a CC RPA. The debt will retain the two Dunning Notices listed. This change will be reflected in the CARES BV system on screen BVPA, but no new RPA will be sent.

CONTACTS

BEPS CARES Information & Problem Resolution Center

For Child Care policy questions outside Milwaukee County: Bureau of Regional Operations (BRO), Child Care Coordinators at
http://dcf.wisconsin.gov/regional_operations/pdf/contact_list.pdf

For Child Care CARES/CWW, CSAW, and CCPI IT systems processing questions statewide and policy questions in Milwaukee County: Child Care Help Desk at childcare@wisconsin.gov or (608) 264-1657

For W-2 policy questions in the balance of the state: Bureau of Regional Operations, W-2 Regional Coordinators

For W-2 policy questions in Milwaukee: Milwaukee Operations Section Regional Administrators

For W-2 CARES processing questions: W-2 Help Desk

*Program Categories – FoodShare, Medicaid, BadgerCare Plus, Senior Care, Caretaker Supplement, Child Care (CC), Wisconsin Works (W-2), FoodShare Employment and Training, BadgerCare Plus Basic, BadgerCare Plus Core, Children First, Emergency Assistance, Job Access Loan, Refugee Assistance Program, Other Employment Programs.

DHS/DHCAA/BEPS/SM
DCF/DECE/BPI/MS
DCF/DFES/BWF/BY